

## **ABSTRACT OF THE DISCLOSURE**

A method and apparatus are provided for accessing a relevant information resource in response to a user query. An ontology is provided, defining relationships between a plurality of predefined concepts, and between each of the predefined concepts and one or more predefined context phrases. On receipt of a user query, portions of the received query are compared with the context phrases to identify one or more matching phrases and hence, from the predefined relationships with concepts in the ontology, one or more relevant concepts. Concepts identified in respect of the received user query are used to identify a relevant action using predefined relationships between concepts in the ontology and predefined actions, wherein an action comprises providing access to an information resource.